

## Claim Amendments

B1 1. (Currently Amended) In a computer network having an advisory module operable to communicate with a management system through a network device, the management system managing operations of one or more field service providers employed to provide a service ~~at the destination facility~~, a method for providing advisory information to the management system, the method comprising:

receiving collected data related to the service being provided by the one or more field service providers ~~the destination facility~~, wherein the collected data is business data associated with a specific customer account for which the service is being provided ~~being associated with a data type~~;

~~analyzing the collected data to generate a data conclusion, the data conclusion being based on the data type of the collected data;~~

determining whether the collected data ~~is associated with~~ indicates a time-critical situation ~~at the destination facility~~;

if the collected data ~~is associated with~~ indicates a time-critical situation ~~at the destination facility~~, mapping the data conclusion to time-critical advisory information; and

responsive to the operation of mapping the data conclusion to time-critical advisory information, establishing a communication session with the management system, wherein the time-critical advisory information is presented to the management system through the network device during the established communication session.

2. (Currently Amended) A method as defined in claim 1, further comprising:  
if the collected data is associated with a non time-critical situation ~~at the destination facility~~, mapping the data conclusion to non time-critical advisory information; and  
storing the non time-critical advisory information in a storage module.

3. (Original) A method as defined in claim 2, further comprising:  
producing a copy of the time-critical advisory information; and  
storing the copy of the time-critical advisory information in the storage module.

4-7. (Cancelled)

8. (Original) A method as defined in claim 1 further comprising:  
receiving an instruction from the management system requesting that the time-critical advisory information be provided to a field service provider; and  
presenting the time-critical advisory information directly to the field service provider.

9. (Cancelled)

10. (Currently Amended) A method as defined in claim 1, wherein the operation of determining whether the collected data is associated with a time-critical situation ~~at the destination facility~~ comprises:  
analyzing the collected data against an escalation rule to determine whether the collected data satisfies time-critical criterion.

11. (Original) A method as defined in claim 1, wherein the presenting act comprises:  
transmitting time-critical advisory information to a network device used by the management system in interacting with the advisory module via the computer network.

12. (Original) A method as defined in claim 11, wherein the network device is a computing module and the advisory information is in the form of a script.

13. (Original) A method as defined in claim 12, wherein the script is in a form selected from the group consisting of an audio script, a textual script, a binary script and an audio/visual script.

14. (Original) A method as defined in claim 13, wherein the management system is a computing system communicating with the advisory module via a computer-based language.

15. (Original) A method as defined in claim 13, wherein the management system is a person receiving natural language scripts from the advisory module.

16. (Currently Amended) A network advisory system interacting with a management system, the network advisory system comprising:

a data collector receiving collected data related to the service being provided by one or more field service providers managed by the management system ~~the destination facility,~~  
wherein the collected data is business data associated with a specific customer account for which the service is being provided ~~being associated with a data type;~~

~~an intelligence module receiving the collected data from the data collector and generating a data conclusion relating the collected data to an advisory rule corresponding to the data type;~~

an escalation module receiving the ~~data conclusion~~ collected data and analyzing the collected data ~~conclusion~~ against an escalation rule to determine whether the collected data is ~~associated with~~ indicates a time-critical situation[[]];

a mapping module mapping the ~~conclusion~~ collected data to time-critical advisory information if the escalation module determines that the collected data indicates a time-critical situation ~~based on the data type of the collected data;~~ and

a registration/communication module ~~automatically~~ presenting the advisory information to the management system in response to the mapping module mapping the collected data to time-critical advisory information, ~~if the escalation module determines that the collected data is associated with a time critical situation.~~

17. (Cancelled)

18. (Cancelled)

19. (Currently Amended) A network advisory system as defined in claim 16, wherein the registration/communication module presents the time-critical advisory information to a field service provider upon receiving a request from the management system instructing the registration/communication module to provide the time-critical advisory information to the field service provider.

20. (Currently Amended) A network advisory system as defined in claim 16 further comprising:

a storage module storing the time-critical advisory information, wherein the registration/communication module retrieves the time-critical advisory information stored in the storage module and transmits the time-critical advisory information to a requesting entity accessing the network advisory system via a communication device.

21. (Cancelled)

22. (Cancelled)

23. (Currently Amended) In a computer network having a server computer operable to communicate with a management system through a network device, a method for providing advisory information to a field service provider, the advisory information generated from collected data being associated with a service being provided at a data type and a destination location wherein the collected data is business data associated with a specific customer account for which the service is being provided, the method comprising:

determining whether the collected data identifies a time-critical situation ~~at the destination facility~~;

if the collected data identifies a time-critical situation ~~at the destination facility~~, mapping the collected data conclusion to time-critical advisory information;

responsive to the operation of mapping the collected data conclusion to time-critical advisory information, presenting the time-critical advisory information to the management system via the network device;

receiving a request from the management system to present the time-critical advisory information to the field service provider; and

presenting the time-critical advisory information to the field service provider.

24. (Original) A method as defined in claim 23, wherein the time-critical advisory information is in the form of a script.

25. (Original) A method as defined in claim 23, wherein the management system presents the time-critical advisory information to the field service provider.

*pub 1.28*  
26 27. (Original) A method as defined in claim 23 further comprises selecting one or more appropriate field service providers to receive the time-critical advisory information and wherein the operation of presenting the time-critical advisory information comprises presenting the time-critical advisory information to each of the one or more field service providers.

27 28. (Currently Amended) A computer program product readable by a computing system and encoding a computer program of instructions for executing a computer process for providing advisory information to a management system in a computer network having an advisory module operable to communicate with the management system through a network device, the management system managing operations of one or more field service providers employed to provide a service ~~at the destination facility~~, the computer process comprising:

*B1*  
receiving collected data related to the service being provided by the one or more field service providers ~~the destination facility, wherein~~ the collected data is business data associated with a specific customer account for which the service is being provided ~~being associated with a data type;~~

~~analyzing the collected data to generate a data conclusion, the data conclusion being based on the data type of the collected data;~~

determining whether the collected data ~~is associated with~~ indicates a time-critical situation ~~at the destination facility;~~

if the collected data ~~is associated with~~ indicates a time-critical situation ~~at the destination facility~~, mapping the data conclusion to time-critical advisory information; and

responsive to the operation of mapping the data conclusion to time-critical advisory information, establishing a communication session with the management system, wherein the time-critical advisory information is presented to the management system through the network device during the established communication session.

28 29. (Currently Amended) The computer process in the computer program product of claim 27 28, wherein the computer process further comprises:

if the collected data is associated with a non time-critical situation ~~at the destination facility~~, mapping the data conclusion to non time-critical advisory information; and

storing the non time-critical advisory information in a storage module.

29 30. (Currently Amended) The computer process in the computer program product of claim 27 28, wherein the computer process further comprises:

producing a copy of the time-critical advisory information; and  
storing the copy of the time-critical advisory information in the storage module.

*rule 1.24*  
30 31. (Cancelled)

31 32. (Cancelled)

*B1*  
32 33. (Original) The computer process in the computer program product of claim 28, wherein the computer process further comprises:

receiving an instruction from the management system requesting that the time-critical advisory information be provided to a field service provider; and  
presenting the time-critical advisory information directly to the field service provider.

33 34. (Currently Amended) The computer process in the computer program product of claim 28, wherein the operation of determining whether the collected data is associated with a time-critical situation ~~at the destination facility~~ comprises:

analyzing the collected data against an escalation rule to determine whether the collected data satisfies time-critical criterion.

---

*B2*  
34. (New) A method for managing from a remote facility maintenance of a wash machine located at a destination facility, wherein articles are washed in a wash basket of the wash machine, the method comprising:

receiving device data relating to a water temperature within the wash basket;  
analyzing the device data to determine whether the water temperature is within a predetermined threshold range;

if the water temperature is not within the predetermined threshold range, then generating an alarm indicating that the water temperature is not within the predetermined threshold range; and

in response to generating the alarm, establishing a communication session with a service providing entity responsible for servicing the wash machine; and

during the communication session, presenting the alarm to the service providing entity while the service providing entity is situated at a location other than the destination facility and other than the remote facility such that the service providing entity is remotely provided notice that the wash machine needs servicing.

35. (New) A method as defined in claim 34, wherein the wash machine is a warewash machine.

36. (New) A method as defined in claim 34, wherein the wash machine is a laundry machine.

37. (New) A method as defined in claim 34, wherein the presenting act comprises: presenting advisory information in conjunction with the alarm, wherein the advisory information comprises instructions for servicing the wash machine.

38. (New) A method for managing from a remote facility maintenance of a wash machine located at a destination facility, wherein articles are washed in a wash basket of the wash machine, the method comprising:

receiving device data relating to a water level within the wash basket;

analyzing the device data to determine whether the water level is within a predetermined threshold range;

if the water level is not within the predetermined threshold range, then generating an alarm indicating that the water level is not within the predetermined threshold range; and

in response to generating the alarm, establishing a communication session with a service providing entity responsible for servicing the wash machine; and

during the communication session, presenting the alarm to the service providing entity while the service providing entity is situated at a location other than the destination facility and other than the remote facility such that the service providing entity is remotely provided notice that the wash machine needs servicing.

39. (New) A method as defined in claim 38, wherein the wash machine is a warewash machine.

40. (New) A method as defined in claim 38, wherein the wash machine is a laundry machine.

41. (New) A method as defined in claim 38, wherein the presenting act comprises: presenting advisory information in conjunction with the alarm, wherein the advisory information comprises instructions for servicing the wash machine.

42. (New) A system for managing from a remote facility maintenance of a wash machine located at a destination facility, wherein articles are washed in a wash basket of the wash machine, the system comprising:

a data receiver receiving device data relating to a water level within the wash basket, wherein the device data is collected and transmitted from the destination facility;

a processor analyzing the device data to determine whether the water level is within a predetermined threshold range and, in response to determining that the water level is not within the predetermined threshold range, generating an alarm indicating that the water level is not within the predetermined threshold range; and

a data transmitter, which in response to the processor generating the alarm, establishes a communication session with a service providing entity responsible for servicing the wash machine and presents the alarm to the service providing entity while the service providing entity is situated at a location other than the destination facility and other than the remote facility such that the service providing entity is remotely provided notice that the wash machine needs servicing.



43. A system as defined in claim 42, wherein the system further comprises:  
a client computer located at the destination facility, wherein the client computer comprises a data collector collecting the device data and a data transmitter transmitting the device data to the data receiver over a communications network.

44. A system as defined in claim 43, wherein the system further comprises:  
a mobile network device operable for presenting the service providing entity the alarm while in transit in a vehicle.

45. (New) A method as defined in claim 42, wherein the wash machine is a warewash machine.

46. (New) A method as defined in claim 42, wherein the wash machine is a laundry machine.

47. (New) A system for managing from a remote facility maintenance of a wash machine located at a destination facility, wherein articles are washed in a wash basket of the wash machine, the system comprising:

a data receiver receiving device data relating to a water temperature within the wash basket, wherein the device data is collected and transmitted from the destination facility;

a processor analyzing the device data to determine whether the water temperature is within a predetermined threshold range and, in response to determining that the water temperature is not within the predetermined threshold range, generating an alarm indicating that the water temperature is not within the predetermined threshold range; and

a data transmitter, which in response to the processor generating the alarm, establishes a communication session with a service providing entity responsible for servicing the wash machine and presents the alarm to the service providing entity while the service providing entity is situated at a location other than the destination facility and other than the remote facility such that the service providing entity is remotely provided notice that the wash machine needs servicing.

48. A system as defined in claim 47, wherein the system further comprises:  
a client computer located at the destination facility, wherein the client computer comprises a data collector collecting the device data and a data transmitter transmitting the device data to the data receiver over a communications network.

49. A system as defined in claim 48, wherein the system further comprises:  
a mobile network device operable for presenting the service providing entity the alarm while in transit in a vehicle.

50. (New) A method as defined in claim 47, wherein the wash machine is a warewash machine.

51. (New) A method as defined in claim 47, wherein the wash machine is a laundry machine.